

Development Services Department Secret Shopper Program In-Person Visit Feedback Form

Date and time of visit:

Business you were conducting:

Name of employee assisting you:

Your Secret Shopper Number:

Areas/Divisions of the Department You Visited

	Reception/Development Services Counter		Plan Review
	One-Stop Counter (Residential Intake/Trade Permits)		Inspection
	Call Center Customer Service Counter (C of O)		Public Works
	Customer Assistance Team (Commercial Intake)		Addressing/GIS
	Land Development Counter		Environmental Review
	Subdivision Review		Master Development Plans
	SAWS		Traffic Impact Analysis
	Finance/Cashier		Historic Design and Preservation

Customer Service (Indicate Applicable Services)	Excellent	Good	Fair	Poor	Unacceptable
Ability to find a parking space					
Appearance of the grounds					
Appearance/cleanliness of the lobby/waiting area					
Greeted/Acknowledged by staff					
Appropriateness of staff appearance					
Professionalism/ courteousness of staff					
Waiting time to be served					
Knowledge of staff member assisting you					
Preparedness of staff to meet your needs					
Processing time					
Plan Review hold comments were clearly communicated					
Consistency of resubmittal reviews					
Ease of scheduling inspections					
Inspection timeliness (performed as scheduled)					
The inspector called ahead as requested					
Inspection was performed in a consistent manner					
Project comments/concerns were clearly communicated					
Procedures were clarified					
Timeliness of inspection results entered into Hansen					
Consistency of this inspection with prior inspections					
Inspector compliance with safety/OSHA requirements					
Uniformity of code interpretation--planning to inspection					
How long did staff take to review your plan?					
How long was your total transaction time?					
Your overall satisfaction of the services provided					

Please indicate how you scheduled your inspection (online or call center):

Additional Comments: